

How to use 9-1-1 Services

Briefly state the nature of the emergency

Let the dispatcher ask the questions

Be prepared with the address where help is needed

Stay on the line until advised to hang-up

What happens after you call 9-1-1???

An event is typed up by the call-taker and sent to the dispatcher

The dispatcher takes into consideration:

Precedence

Type Code

Extenuating Factors

Other waiting calls

Dispatcher sends the next available unit

As soon as an event is sent to the dispatcher, there is a record of your call. You may ask for this record by asking the call-taker for the "event number"